



Davis Links Resource Directory

Inclusion & Exclusion Policy

Purpose

This document describes the principles and policies used to identify resources and services included in the Davis Links Resource Directory. The Davis Links Resource Directory is powered by findhelp, a social care platform, and is found online at davislinks.org. The searchable directory connects community members and service providers to trusted resources and services in Davis County. The directory features over 2,000 programs for food, housing, healthcare, behavioral health, family support, overall well-being, and more. By bringing service providers and the community together, the directory helps close the gap between needs and available support.

Principles

- **Connection:** help community members easily find and connect with resources that meet their needs; build a strong network between service providers, community members, and available resources/services
- **Support community well-being:** provide a broad spectrum of services that address physical, mental, emotional, and social needs
- **Contribute to community resilience:** strengthen the community's capacity to respond to and recover from challenges through shared knowledge and access to support systems
- **Free & low cost:** prioritize affordability to ensure economic status is not a barrier to accessing resources and services
- **Available to all community members:** provide resources across the lifespan, income levels, languages, abilities, etc.

Types of Programs

Programs that provide services and resources in the following areas may be included:

- Basic Needs (food, housing, clothing, utilities, transport, etc.)
- Health & Wellness (physical, mental, emotional, and social well-being)
- Financial Stability (jobs, benefits, budgeting, etc.)

- Education & Youth (schools, childcare, youth programs, etc.)
- Family & Relationships (domestic abuse support, parenting resources, etc.)
- Justice & Legal (legal aid, reentry, tax support, etc.)
- Community & Enrichment (outdoor recreation, libraries, volunteering, etc.)
- Crisis & Emergency (shelters, suicide prevention, etc.)

Organization Eligibility

- Organizations that offer services to community members to support well-being, such as:
 - non-profit organizations
 - government providers (federal, state, or local)
 - for-profit entities (LLC or Inc.)
 - coalitions, workgroups, or similar collaborations
- Must operate legally, with facilities and staff that have the licenses and credentials that are required to provide the services they offer
- Be in operation under a set of written documents of governance (policies, procedures, etc.)

This policy does not prohibit the inclusion of any programs that provide services to people based on their age, gender, health, sexual orientation, gender identity, disability, or other characteristics. They can be designed to meet the special needs of diverse populations, as long as they are open to all people in those specific populations.

Exclusion / Removal Criteria

Approval for inclusion in the Davis Links Resource Directory is a privilege, not a right. Approval for inclusion does not guarantee permanent inclusion. Davis Links reserves the right to exclude or remove an organization from the directory at any time.

Examples of reasons for exclusion or removal include:

- Agencies violating federal, state, or local laws or regulations
- Illegal activity, including fraud, discrimination, or misrepresentation
- Agencies denying service based on a protected class, including color, race, sexual orientation, gender, religious belief, gender identity, national origin, or ancestry
- Not responding to repeated attempts to acquire updated service information
- Non-delivery of services

- Organizational philosophy not supporting the mission of the resource directory (e.g. engaging in predatory or exploitative business practices; selling, promoting, or distributing harmful or addictive products including but not limited to alcohol, tobacco, vapes; multi-level marketing; unproven or unsafe medical treatments or misinformation; businesses/retail whose primary purpose is sale of firearms/weapons, adult entertainment, organizations charging excessive fees, groups requiring participating in religious activities as a condition of receiving the service; promoting hate or violence; organizations/programs that exist primarily for political campaigns and party-affiliated activism, etc.)

Other

Davis Links may choose to prioritize programs and services based on what needs are most urgent and current community health improvement priorities.

Statement of Responsibility

The Davis Links Resource Directory includes programs and services, not endorsements or recommendations of potential service providers. Administrators reserve the right to edit information to meet software and database formatting requirements. Information may be used in community resource directories, in publicly searchable online databases, and for community planning purposes.

Decisions to exclude or remove an organization or program from the resource directory may be appealed in writing to Davis Links at davislinks@daviscountyutah.gov, provided that evidence can be presented showing that the decision for exclusion or removal was inappropriate. They will be reviewed by Davis Links and the Davis County Human Services Cabinet, the oversight committee for Human Services in Davis County. The organization will receive a reply in writing with the decision in 30-60 days.

Community members and service providers with concerns or complaints about programs listed in Davis Links can share their feedback using the Contact Us feature at davislinks.org.

Disclaimer

Davis Links does not license, endorse, or recommend any provider. Agencies and resources included in the directory are intended as informational only. Information is maintained and distributed by the Davis County Health Department.

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